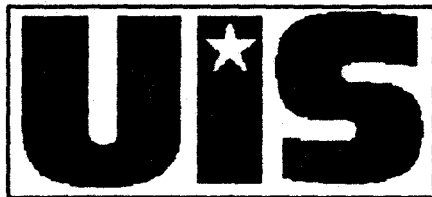


PROMPTNESS & WORKLOAD REPORT

REGULAR STATE UI APPEALS

FOURTH QUARTER FISCAL YEAR 1992



**Office of Program Management
Division of Program Dev. & Impl.
November 1992**

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1992

SUMMARY

Lower authority appeals promptness performance improved by 3.5 percentage points during the quarter. More lower authority appeals were decided than were filed during the quarter. This resulted in a decline in the number of pending cases. The number of pending cases is still very high, but this is the second quarter that the inventory has declined. It will probably take several more months to reduce the backlog of pending cases to the point where promptness performance will begin to show substantial improvement; but there are now fairly clear signs that there will be continuing improvement at the lower authority appeals level.

Higher authority appeals performance is another story. Promptness was down from the third quarter and the same quarter last year. More higher authority appeals were filed than were decided during the quarter, and consequently the number of pending cases climbed to an even larger all-time high. The increase in the number of higher authority appeals filed is probably attributable to the increase in the number of lower authority appeals being decided. The number of decisions increased, but did not keep pace with the number of appeals filed. It appears that higher authority appeals promptness will decline further before it begins to improve.

LOWER AUTHORITY APPEALS

30-Day Promptness Performance

- o The National average for performance at the 30-day level for the quarter was 43.3%. This was 16.7 percentage points below the criterion (60.0%), 3.5 percentage points higher than the previous quarter, and 8.1 percentage points lower than the same quarter in FY 91.
- o Twenty-four States did not meet the 30-day criterion for the quarter, five fewer than in the previous quarter. Five States were fairly close to meeting the criterion with performance above 50% in 30 days.
- o Ten States, California, Colorado, Connecticut, District of Columbia, Massachusetts, Michigan, Missouri, Nevada, Ohio and West Virginia, were more than 30 percentage

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1992

points below the criterion. This was five fewer States than in the previous quarter.

- o Six States, Alaska, Arkansas, New Mexico, Oklahoma, Utah and Wyoming, showed promising improvements in performance.
- o Two States, Delaware and Michigan, showed significant declines in performance.

45-Day Promptness Performance

- o The national average for performance at the 45-day level for the quarter (63.2%) was 16.8 percentage points below the criterion (80.0%), 4.7 percentage points higher than in the previous quarter, and 4.9 percentage points lower than during the same quarter in FY 91.
- o Twenty States did not meet the 45-day criterion for the quarter, five fewer than in the previous quarter. Three States, Oregon, Texas and Washington, were fairly close to meeting the criterion with performance above 70% in 45 days. Eight States, three fewer than last quarter, were more than 30 percentage points below the criterion.
- o Four States, Arkansas, New Mexico, Oklahoma and Utah, showed promising improvements in performance.
- o There were no States that showed sharp declines in performance.

Workload

- o Nationally, during the quarter the number of pending cases decreased 7.1% (9,100 cases). The average number of appeals filed per month during the quarter was about 3,200 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases (118,600) at the end of the quarter was 1.25 times the average number of cases decided per month, down slightly from the previous quarter.
- o In 27 States, the number of pending cases was lower than it was at the end of the previous quarter. Eight

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1992

States had decreases of more than 30% in the number of pending cases.

- o In 25 States there were increases in the number of pending cases. Ten States, District of Columbia, Illinois, Louisiana, Massachusetts, Michigan, Puerto Rico, Rhode Island, South Carolina, Washington and West Virginia, had increases of more than 30% in the number of pending cases.

HIGHER AUTHORITY APPEALS

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the quarter was 41.9%. This was 1.9 percentage points above the criterion (40.0%), 2.0 percentage points lower than the previous quarter, and 7.4 percentage points lower than the same quarter in FY 91.
- o Seventeen States did not meet the 45-day criterion for the quarter, six fewer than in the previous quarter. Two of these States were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Eleven States, California, Delaware, District of Columbia, Georgia, Idaho, Michigan, Montana, New York, Oregon, Pennsylvania and Virginia, were more than 20 percentage points below the criterion.
- o Seven States, Alaska, Missouri, Nevada, New Mexico, Ohio, Oklahoma and South Dakota, showed promising improvements in performance.
- o Three States, Maryland, Montana and West Virginia, showed sharp declines (more than 20 percentage points) in performance.

75-Day Promptness Performance

- o The national average for performance at the 75-day level for the quarter (69.3%) was 10.7 percentage points below the criterion (80.0%), 2.6 percentage points lower than in the previous quarter, and 4.9 percentage points lower than during the same quarter in FY 91.

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FOURTH QUARTER FISCAL YEAR 1992

- o Nineteen States did not meet the 75-day criterion for the quarter, the same as the previous quarter. Five States, Connecticut, Louisiana, Maryland, Ohio and Tennessee, were fairly close to meeting the criterion with performance above 70% in 75 days. Eight States were more than 30 percentage points below the criterion.
- o Two States, California and Montana, showed sharp declines in performance.

Workload

- o Nationally, during the quarter the number of pending cases increased 5.6% (2,200 cases). The average number of appeals filed per month during the quarter was about 300 more than the average number of decisions per month, which caused the increase in the number of pending cases. The inventory of pending cases (41,700) at the end of the quarter was at a new all-time high and was 2.7 times the average number of cases decided per month. These numbers are clearly negative indicators for improved performance in the near term.
- o In 21 States, the number of pending cases was lower than it was at the end of the previous quarter. Seven States, Delaware, Mississippi, New Jersey, North Dakota, Ohio, Oklahoma and Rhode Island, had decreases of more than 30% in the number of pending cases.
- o In 29 States, there were increases in the number of pending cases. Ten States, Colorado, Indiana, Minnesota, Montana, Nevada, New Mexico, Puerto Rico, South Dakota, Utah and Wyoming, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

FOURTH QUARTER FISCAL YEAR 1992

PROMPTNESS DATA

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	43.3%	63.2%	41.9%	69.3%
Change From Last Qtr. ¹	+3.5	+4.7	-2.0	-2.6
Change From Year Ago ²	-8.1	-4.9	-7.4	-4.9
No. of States Below ³ Criterion or DLA	24	20	17	19
Change From Last Qtr.	-5	-5	-6	0
Change From Same Qtr. Last Year	+3	+3	0	0

WORKLOAD DATA

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Qtr.	127,700	39,500
Appeals Filed During Qtr.	274,700	47,000
Appeals Decisions During Qtr.	284,400	46,100
Appeals Pending at End of This Qtr.	118,600	41,700
Percentage Change From Last Qtr.	-7.1%	+5.6%
Percentage Change From Last Year	-7.7%	32.4%

¹Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

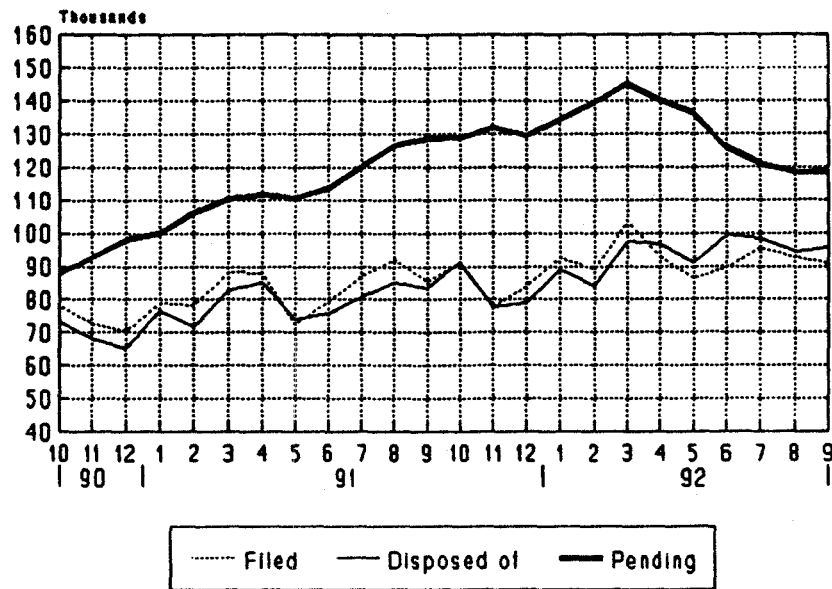
²Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

³No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

⁴Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

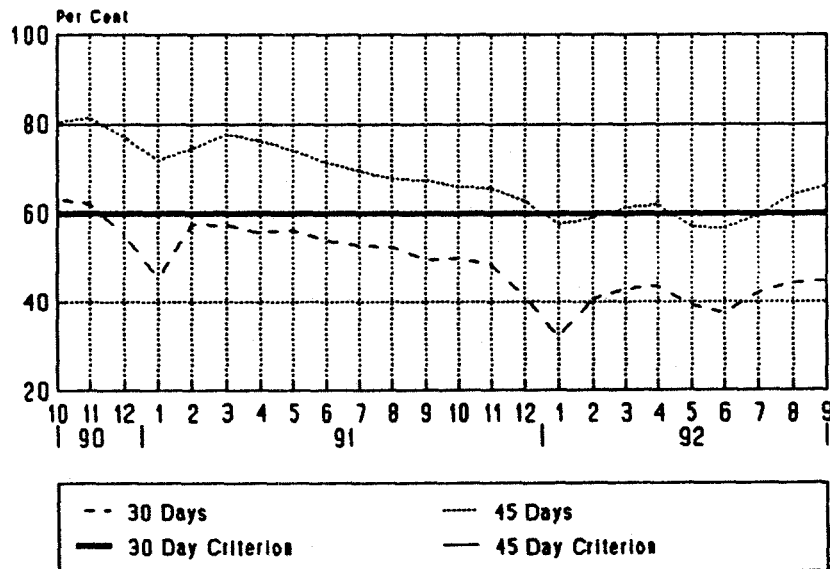
LOWER AUTHORITY APPEALS GRAPHS

Nat'l Low. Authority Appeals Workload
Oct 90 thru Sept 92



USDOL/ETA/UIS

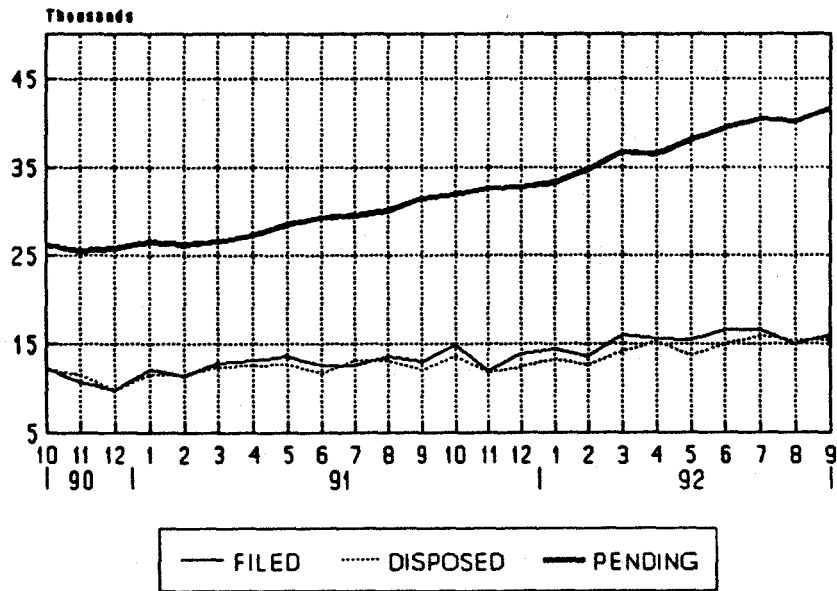
Nat'l Low. Authority Appeals Promptness
Oct 90 thru Sept 92



USDOL/ETA/UIS

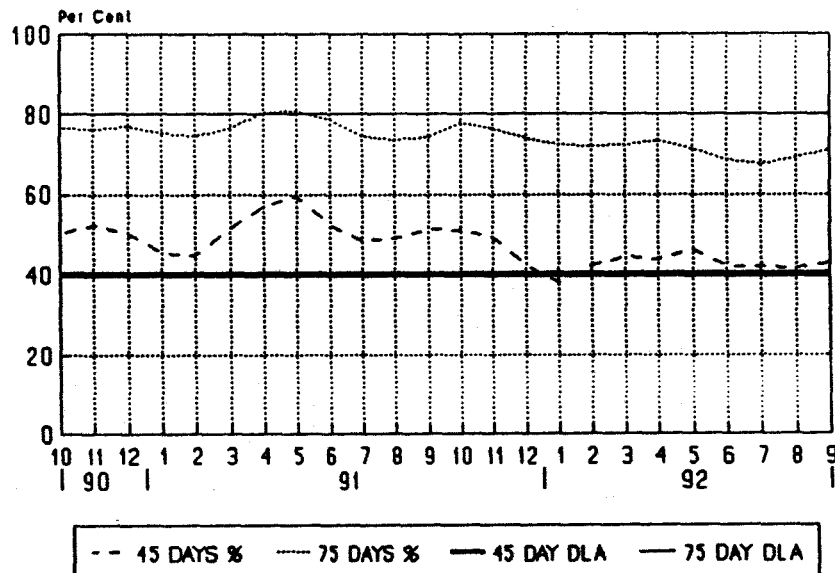
HIGHER AUTHORITY APPEALS GRAPHS

Nat'l High. Authority Appeals Workload
Oct 1990 thru Sept 1992



USDOL/ETA/UIS

Nat'l High. Authority Appeals Promptness
Oct 1990 thru Sept 1992

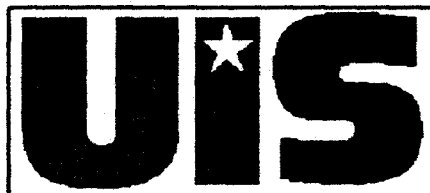


USDOL/ETA/UIS

PROMPTNESS & WORKLOAD REPORT

REGULAR STATE UI APPEALS

FISCAL YEAR 1992



**Office of Program Management
Division of Program Dev. & Impl.
November 1992**

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

SUMMARY

Lower authority appeals promptness declined sharply during the first four months of the fiscal year and reached its low point in January 1992. Improvement began in February 1992, and from April through September the inventory of pending cases showed promising declines. If the trend, which began in mid-year, continues performance should be above the criteria in the Secretary's Standard by late FY 93.

Higher authority appeals promptness showed a gradual and steady decline throughout the year. The inventory of pending cases has increased more than 30 percent during the year, and that trend appears to be continuing. Consequently, performance is likely to fall below both DLAs in the coming months, and it will probably be mid- to late-FY 93 before improvement can be expected.

LOWER AUTHORITY APPEALS

30-Day Promptness Performance

- o The National average for performance at the 30-day level for the year was 41.6%. This was 18.4 percentage points below the criterion (60.0%), and 13.2 percentage points lower than FY 91.
- o Twenty-nine States did not meet the 30-day criterion for the year, eight more than in FY 91. Eight States were fairly close to meeting the criterion with performance above 50% in 30 days.
- o Ten States, California, Colorado, Connecticut, District of Columbia, Maine, Michigan, Minnesota, Missouri, Nevada and Ohio, were more than 30 percentage points below the criterion.

45-Day Promptness Performance

- o The national average for performance at the 45-day level for the year (61.1%) was 18.1 percentage points below the criterion (80.0%), and 12.8 percentage points lower than in FY 91.
- o Twenty-five States did not meet the 45-day criterion for the year, seven more than in FY 1991. Eight States were fairly close to meeting the criterion with performance above 70% in 45 days. Nine States, California, Connecticut, District of Columbia, Maine,

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

Michigan, Minnesota, Missouri, Nevada and Ohio, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases decreased 7.7% (9,900 cases) during the year. The average number of appeals filed per month during the year was about 700 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases at the end of the year (118,600) was showing a declining trend. That inventory was 1.25 times the average number of cases decided per month during the last quarter of the year.
- o In 24 States, the number of pending cases at the end of FY 92 was lower than it was at the end of FY 91. Fourteen States had decreases of more than 30% in the number of pending cases.
- o In 29 States, there were increases in the number of pending cases. Thirteen States, District of Columbia, Georgia, Hawaii, Illinois, Iowa, Ohio, Oklahoma, Pennsylvania, Puerto Rico, South Carolina, Washington, West Virginia and Wisconsin, had increases of more than 30% in the number of pending cases.

HIGHER AUTHORITY APPEALS

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the year was 43.4%. This was 3.4 percentage points above the criterion (40.0%) and 7.2 percentage points lower than in FY 91.
- o Nineteen States did not meet the 45-day criterion for the year, six more than in FY 91. Six of these States were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Nine States, Arizona, California, Delaware, District of Columbia, Georgia, Idaho, Michigan, New York and Pennsylvania, were more than 20 percentage points below the criterion.

75-Day Promptness Performance

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

- o The national average for performance at the 75-day level for the year (72.1%) was 7.9 percentage points below the criterion (80.0%) and 4.4 percentage points lower than during FY 91.
- o Eighteen States did not meet the 75-day criterion for the year, two fewer than during FY 1991. Six States were fairly close to meeting the criterion with performance above 70% in 75 days. Eight States, Arizona, California, Delaware, District of Columbia, Idaho, Michigan, New York and Pennsylvania, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases increased 32.2% (10,100 cases) during the year. The average number of appeals filed per month during the year was about 960 more than the average number of decisions per month, which caused the increase in the number of pending cases. The inventory of pending cases at the end of the year (41,700) was at a new all-time high and was 3.0 times the average number of cases decided per month. These numbers are clearly negative indicators for improved performance in the near term.
- o In 16 States, the number of pending cases was lower than it was at the end of FY 91. Seven States, Arizona, Louisiana, Mississippi, New Mexico, North Dakota, Rhode Island and Texas, had decreases of more than 30% in the number of pending cases.
- o In 33 States, there were increases in the number of pending cases. Twenty States had increases of more than 50% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

PROMPTNESS DATA

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	41.6%	61.1%	43.4%	72.1%
Change From Last Yr. ¹	-13.2	-12.8	-7.2	-4.4
No. of States Below ² Criterion or DLA	29	25	19	18
Change From Last Yr.	+8	+7	+6	-2

WORKLOAD DATA

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Yr.	118,600	31,500
Appeals Filed During Yr.	1,065,000	176,900
Appeals Decisions During Yr.	1,073,800	165,400
Appeals Pending ³ at End of This Yr.	118,600	41,700
Percentage Change From Last Yr.	-7.7%	+32.2%

¹Change From Last Yr. - The arithmetic difference between the National average for the previous fiscal year and the current fiscal year.

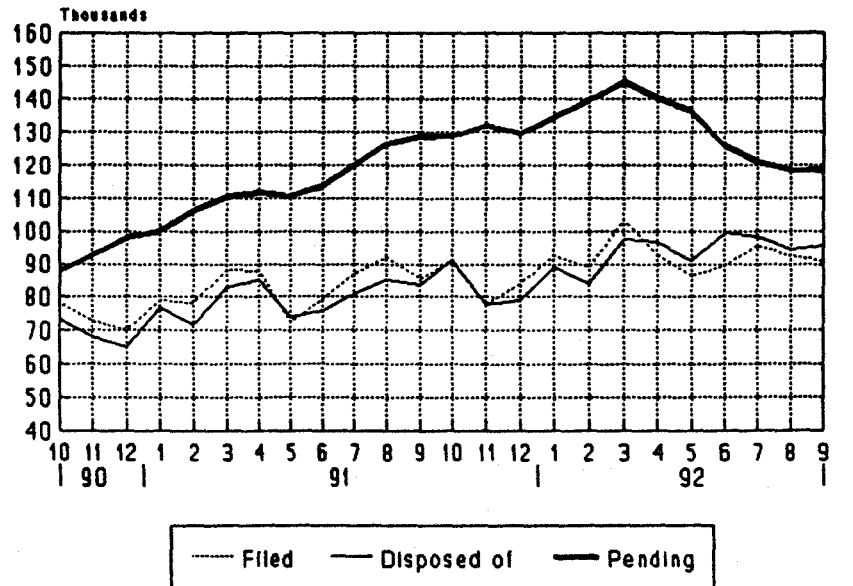
²No. of States Below Standard or DLA - The number of States where the average performance for the fiscal year was below the particular criterion or DLA.

³Appeals Pending at End of This Yr. - The number of single claimant regular State UI appeals pending at the end of the fiscal year. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

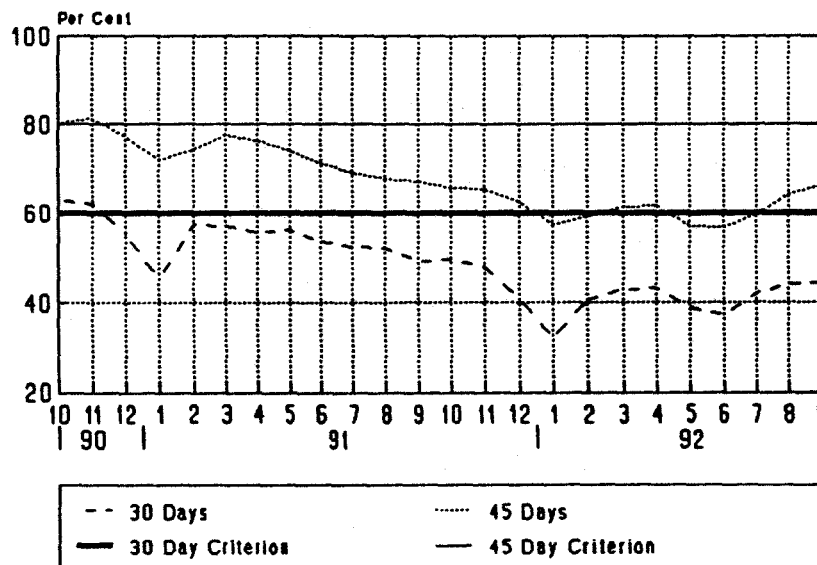
LOWER AUTHORITY APPEALS GRAPHS

Nat'l Low. Authority Appeals Workload
 Oct 90 thru Sept 92



USDOL/ETA/UIS

Nat'l Low. Authority Appeals Promptness
 Oct 90 thru Sept 92

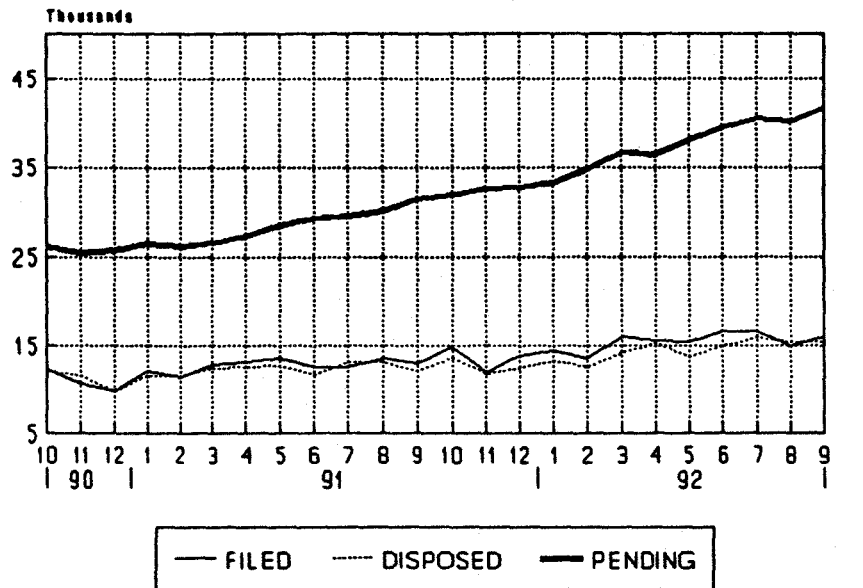


USDOL/ETA/UIS

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
FISCAL YEAR 1992

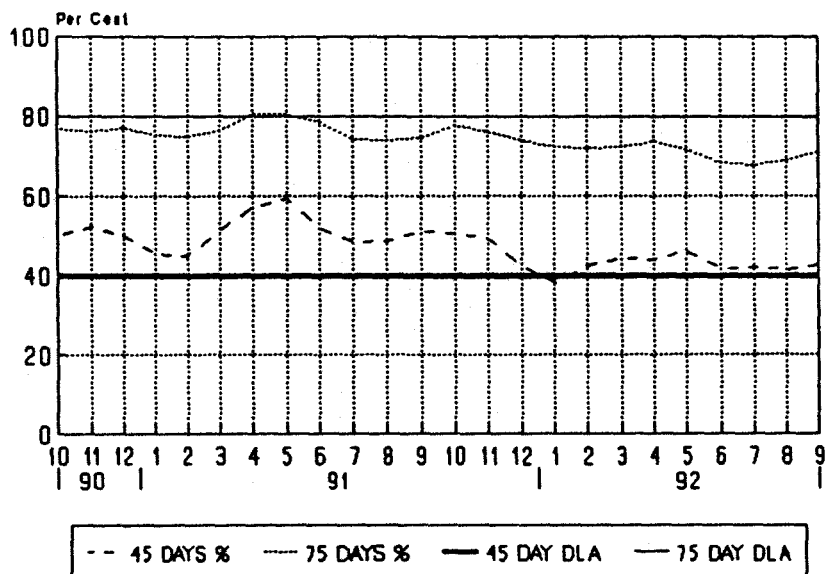
HIGHER AUTHORITY APPEALS GRAPHS

Nat'l High. Authority Appeals Workload
 Oct 1990 thru Sept 1992



USDOL/ETA/UIS

Nat'l High. Authority Appeals Promptness
 Oct 1990 thru Sept 1992



USDOL/ETA/UIS